DOWNLOADED AND/OR HARD COPY UNCONTROLLED
Verify that this is the correct version before use.

APPROVAL SIGNATURES		DATE
Gregory Blaney (original signature on file)	Management System Representative	11/01/2005

REVISION HISTORY			
Rev. No.	Description of Change	Author	Effective Date
Basic	Initial Release	Jeff Northey	04/01/2005
A	Added references to IVV 04 and IVV 20-1.	Jeff Northey	11/02/2005

REFERENCE DOCUMENTS	
Document Number	Document Title
IVV 04	Operations and Maintenance Services Request Process
IVV 16	Control of Quality Records
IVV 20-1	World Wide Web Resource Request Review and Approval
NPR 1441.1	NASA Records Retention Schedule

1.0   Purpose

The purpose of this system level procedure (SLP) is to establish a consistent method for submitting and processing requests made to the NASA IV&V Tools Laboratory.

2.0   Scope

This SLP applies to all personnel who support the NASA IV&V Facility. This SLP is applicable to requests for NASA IV&V Tools Laboratory resources as defined in this SLP, including requests for developing and hosting web sites. This does not, however, include requests for standard desktop applications (e.g., Microsoft Office products).

3.0   Definitions and Acronyms

Official NASA IV&V Facility roles and terms are defined in the Quality Manual. Specialized definitions identified in this SLP are defined below.

3.1   Annual NASA IV&V Facility IT Requirements Meeting

The Annual NASA IV&V Facility Information Technology (IT) Requirements Meeting is a meeting held once per government fiscal year with the purpose of collecting information about IT (hardware and software) needs for the following fiscal year. This information is used to identify requirements and create the IT budget. All NASA IV&V Facility stakeholders are invited to attend and provide input. Input may include suggestions for new tools, identification of possible improvements in IT resources, and other related input.

3.2   Implementer

The Implementer is an individual or entity performing the technical implementation of an approved request.

3.3 NASA IV&V Tools Laboratory

The NASA IV&V Tools Laboratory is a repository of Computer Aided Software Engineering (CASE) resources. The NASA IV&V Tools Laboratory will hereafter be referred to as the "Tools Lab."

3.4 Request

A request can be submitted via email, phone, or by other means. The following are examples of request types:

- Access to a tool housed in the Tools Lab (e.g., PITS, DOORS)
- Installation of a new tool or web site on the Tools Lab servers (e.g., a commercial off-the-shelf (COTS) or developed tool)
- Purchase of a new resource for the Tools Lab
- Use of Tools Lab resources to develop a new tool or web site (e.g., Oracle database, Microsoft SQL Server)

A request shall include the following information:

- Resource being requested
- Names of individuals who need to access the resource
- Justification for use of the resource
- Implementation timeframe
- Project for which the resource is being requested
- NASA Point of Contact (NPOC) for that project

3.5 Requester

The Requester is an individual or group submitting a request for access to a Tools Lab resource. A Requester can be anyone who is supporting the NASA IV&V Facility.

3.6 Requirements Meeting

The Requirements Meeting is a meeting with the intent of addressing all questions and issues regarding the request. When the meeting is complete:

- Implementers should have enough information to implement the request
- Tools Lab Manager (and any other approvers) should have enough information to make an approval decision regarding the request

Requirements Meeting participants may include, but are not limited to:

- Tools Lab Manager
- Requester
- NPOC
- Implementer

3.7 Resource

A Resource is a CASE tool, support documentation, a development environment, web space, etc. For information regarding what resources are currently available, contact the Tools Lab Manager, or visit the Tools Lab web site at http://tools.ivv.nasa.gov/list.asp.

3.8 Web Site Support Project Manager

The Web Site Support Project Manager (or deputy) is a NASA IV&V Facility civil service employee assigned to manage web site development and support processes.
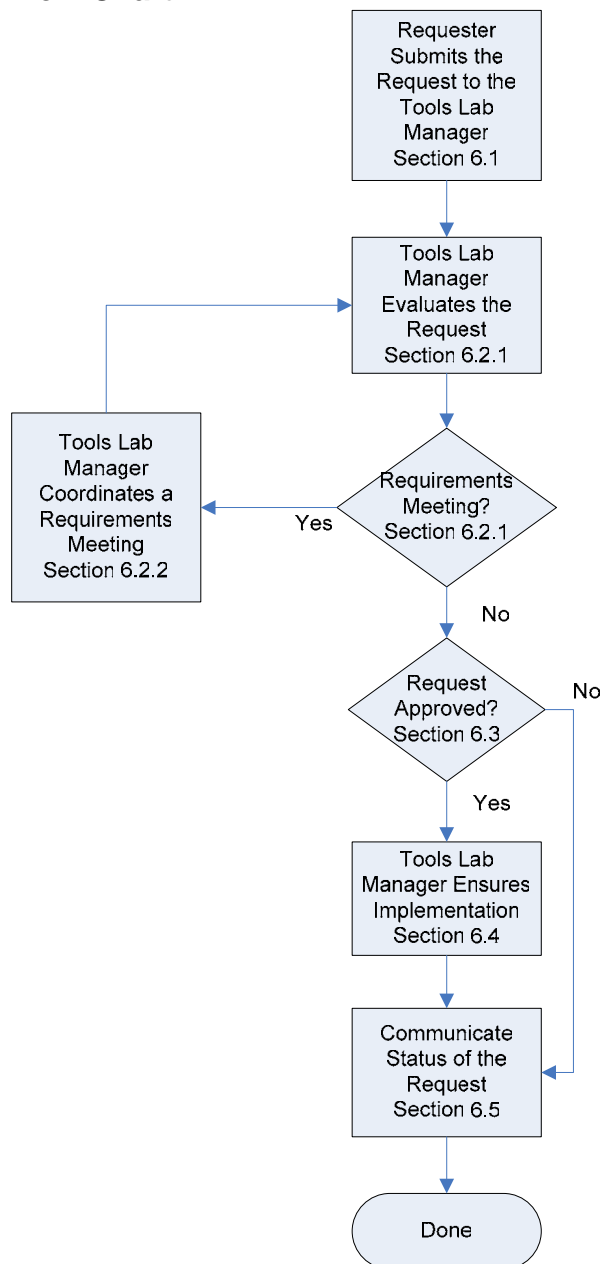
3.9 Acronyms

CASE	Computer Aided Software Engineering
COTS	Commercial off-the-shelf
DOORS	Dynamic Object-Oriented Requirements System
IT	Information Technology
NPR	NASA Procedural Requirement
NPOC	NASA Point of Contact

O&M	Operations and Maintenance
PITS	Project Issue Tracking System
PM	Project Manager
SLP	System Level Procedure
SQL	Structured Query Language

	NASA IV&V Tools Lab Request Process	IVV 20 Revision: A Effective Date: November 2, 2005
Independent Verification & Validation Facility		

4.0   Flow Chart

5.0   Responsibilities

5.1   Tools Lab Manager

The Tools Lab Manager shall:

- Evaluate the request
- Coordinate and support Requirements Meetings as necessary
- Provide final approval of the request
- Inform the Implementer if the request has been approved
- Ensure that the Requester and NPOC are informed of the status of the request
- Maintain all records associated with the request, including approval decision and Requirements Meeting minutes
- Coordinate and support an Annual NASA IV&V Facility IT Requirements Meeting and maintain meeting minutes

5.2   Requester

The Requester shall:

- Submit the request to the Tools Lab Manager
- Support Requirements Meetings as necessary

5.3   Implementer

The Implementer shall:

- Support Requirements Meetings as necessary
- Implement an approved request
- Inform the Requester and Tools Lab Manager when implementation is complete

5.4 NASA Point of Contact (NPOC)

The NPOC shall:

- Act as point of contact for request
- Support Requirements Meetings as necessary
- Provide approval for the request as necessary

6.0 Procedure

The following procedure establishes a consistent method for submitting and processing Tools Lab requests.

6.1 Request Submission

The Requester shall submit the request to the Tools Lab Manager. The request can be submitted via email, phone, or by other means.

The Tools Lab Manager shall ensure that the request is documented.

6.2 Request Evaluation

6.2.1 Initial Evaluation

The Tools Lab Manager shall evaluate the request. Evaluation criteria include, but are not limited to, clarity, completeness, validity, resource use justification, proposed implementation timeline, and Tools Lab capabilities.

If questions or issues arise during the request evaluation that cannot be appropriately answered via email, phone, or by other means, the Tools Lab Manager shall convene a Requirements Meeting.

For requests involving the use of World Wide Web resources (e.g. web space), the Tools Lab Manager shall consult the Web Site Support Project Manager to determine the applicability of IVV 20-1, World Wide Web Resource Request Review and Approval. If

applicable, the Tools Lab Manager shall ensure that the Requester is properly notified.

6.2.2 Requirements Meeting

If necessary, the Tools Lab Manager shall convene a Requirements Meeting. The Tools Lab Manager shall ensure that Requirements Meeting minutes are recorded and retained. The intent of the Requirements Meeting is to address all questions and issues regarding the request and its implementation. When the Requirements Meeting is complete:

- Implementers should have enough information to implement the request
- Tools Lab Manager (and any other approvers) should have enough information to make an approval decision regarding the request

Following the requirements meeting, the Tools Lab Manager shall re-evaluate the request starting with Section 6.2, Request Evaluation, of this SLP.

6.3 Request Decision

The Tools Lab Manager shall provide final approval or denial of the request. The Tools Lab Manager may seek the approval of the appropriate NPOC before providing the final approval. The NPOC is typically the Project Manager (PM) for an IV&V project or the lead for a Research Initiative. For example, the Tools Lab Manager may consult the NPOC to ensure that the Requester is a valid member of the NPOC's project.

Implementation of major requests (as described in Section 2 of IVV 04, Operations and Maintenance Services Request Process), may require approval of the Operations and Maintenance (O&M) Manager.

If the request is approved, the Tools Lab Manager shall inform the Implementer that the request is to be implemented.

If the request is denied, the status shall be communicated per Section 6.5, Notification, of this SLP.

6.4   Implementation

If the request has been approved, the Implementer shall implement the request according to the Tools Lab Manager's instructions.

6.5   Notification

The Tools Lab Manager shall ensure that the Requester and NPOC are informed of the status of the request. If the request has been denied, the Requester may revise and resubmit the request per Section 6.1, Request Submission, of this SLP.

7.0   Metrics

Metrics associated with this SLP will be established and tracked within the NASA IV&V Facility Metrics Program.

8.0   Records

The following records will be generated and filed in accordance with IVV 16, Control of Quality Records, and in reference to NPR 1441.1, NASA Records Retention Schedules.

Document Name and Identification Number	User Responsible for Record Retention	Retention Requirement	Location
Requirements Meeting Minutes	Tools Lab Manager	NPR 1441.1	Local Network Drive
Approval/Denial Documentation	Tools Lab Manager	NPR 1441.1	Local Network Drive
Annual NASA IV&V Facility IT Requirements Meeting Minutes	Tools Lab Manager	NPR 1441.1	Shared Network Drive